

V5 Self Loan Station

User Guide



FE TECHNOLOGIES



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Note: This User Guide relates to Software Version Release 2.33

Introduction







The FE Technologies V5 Self Loan Station is a modern, state-of-the-art system that can be used by library patrons to borrow and return items, unlock media cases, check their borrowing status and renew items.

The system has the following features:

- Blended customisable LED Halo
- Portrait oriented 23" touchscreen featuring SAW (Sound Acoustic Wave) technology, able to list 20 items at a time on one screen
- The ability to checkout up to 15 items at a time
- Integrated printer
- Integrated CCD barcode scanner, capable of scanning barcodes from library cards, mobile phones and QR codes (other membership card reader types are also available).
- Slim design with large robust tabletop
- Optional integrated DVD Unlocker, compatible with OneTime™ lockable DVD cases
- Optional integrated coin acceptor
- Optional integrated EFTPOS payment facility
- Separate floor mounting plate for ease of installation
- Customer changeable table top insert
- AS/NZS1428 compliant.



Document Legend:

 Do's (recommended action)	 Don't (not recommended action)
 Note (a note of advice)	 Caution (A note of warning or caution)
 (FAQ) Frequently asked question	 Tips for effective usage

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Optional features

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Self-Loan Station Key Components



The FE Technologies Self Loan station features a computer with a 23' portrait-oriented integrated touch screen, a CCD barcode scanner, receipt printer and a table top with integrated RFID reading platform and instruction insert. A DVD unlocking unit, coin acceptor and EFTPOS pin pad are available as options.

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Installation Options:

The unit can be installed as a standalone unit, mounted on a wall or placed on existing desktop furniture. Two units can also be placed back to back. For more details, please see the V5 Self Loan Station Architect Pack.

Key Functions

Key functions available to users of the Self Loan Station include:

- Scan and authenticate patron
 - Barcode (optional password / pin for payment accounts)
 - Manual ID and Password entry using on screen key board
 - Charge-Coupled Device (CCD) scanner
 - Display summary information on login
 - Borrow items
 - View account status
 - Renew items
 - View reservations
 - Unlock media cases
 - Administration (System administration, encoding tags, checking tags, close program, shut down computer, secure remote assistance)
 - Several choices of workflows
 - Language options
 - Offline mode
 - Increase/decrease font size
-
- Optional Features (LMS dependant and conditions apply)
 - Sorted Returns (Return items with patron assisted sorting)



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- Enhanced Unlock media cases
- Pay Fines
 - Cash
 - EFTPOS
 - Charge Print card solutions
 - Bear Solutions
 - Monitor
 - Pharos
 - InePro
 - Papercut

Membership Card Reader Options

The Self Loan Station has the following options available for patron membership card reading:

- CCD reader – reads barcodes including electronic barcodes stored on mobile devices
- Gemalto contact card reader
- Omnikey 5421 card reader
- Magnetic card reader (MSR250HK)

Receipt Printing Options

The following can be printed via the Self Loan Station's receipt printer:

- Reprint receipt
- Print rejected offline transactions report
- Print Smart Shelf Reports



Self-Loan Stations can be remotely configured using the Management Console software, which can be run from any computer within the library network. Changes can be applied to individual stations, a particular group of stations or to all stations. Workflows, colours, font face, font size, receipt, location of icons and language options can all be individually customised to suit your preference. The various Self Loan Station functions can be turned on or off depending on your preferences. Images used can be replaced using your own images if required. The user interface uses CSS (cascading style sheets) and these sheets can be modified to suit your preferences.

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 Only qualified personnel should edit CSS as incorrect editing can render your self-loan station unstable or inoperable.

Key Switch

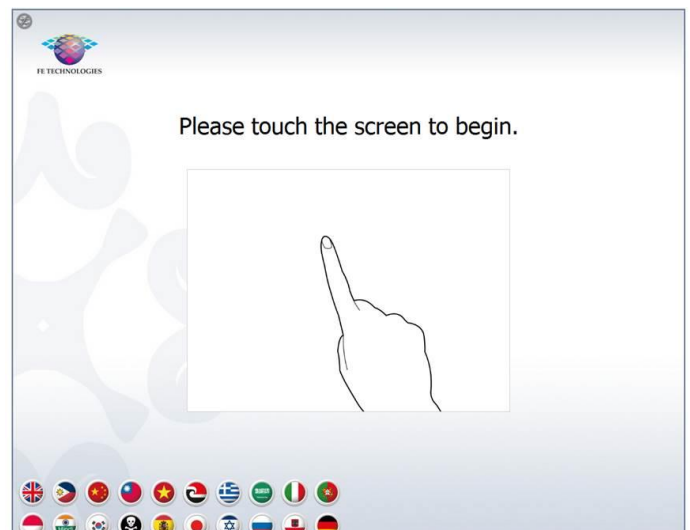
On the right-hand side of the Self Loan Station are two keyholes, similar to an ignition switch. Inserting the key into the top keyhole (provided to you upon installation) and turning it clockwise powers on the unit. The bottom keyhole is to gain access to the front panel of the unit (which can also be performed by scanning the administrator's card. – this is discussed later in this document.)



Common Starting Pages:

Screen Saver Page: This page helps prolong the life of the Self Loan Station by switching off the barcode scanner, RFID reader etc. and placing computer in standby mode. This page can also be used for displaying information and advertisements.

An optional copyright disclaimer is available at the start session also. The patron must agree to the disclaimer before proceeding. If the patron declines the session will end.



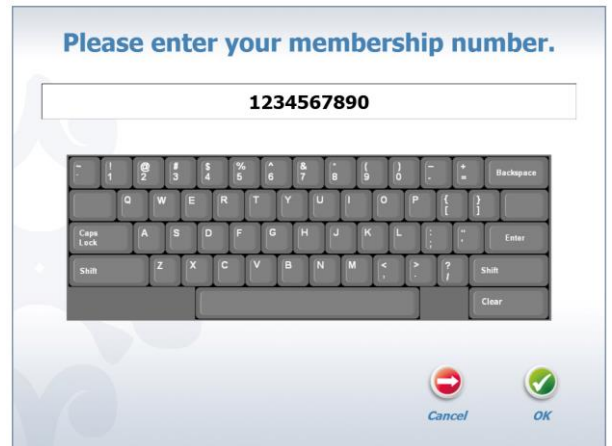
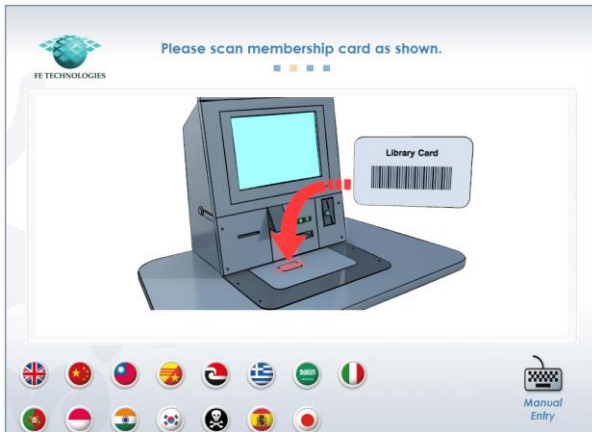
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Patron Authentication page:



This requests patrons to scan their membership card. An animation on the screen shows the patrons where to place their card for scanning. The instructions insert on the table top displays a picture of the correct location to place the card for scanning. It is also possible to enable manual entry of their Patron Number followed by the password or pin using the onscreen keyboard.

Language option buttons are also available on these pages.

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Borrow Items

This function allows the patron to borrow library items. Selecting 'Borrow Items' prompts patrons to place their items on the RFID platform

- When the items are placed on the platform, they are instantly 'read' and displayed as a list showing title, asset number, due date and status.
- The portrait-oriented screen will display a list of up to 20 items, but we recommend that patrons are instructed to borrow up to 15 items at a time – a large stack of items may obscure the screen and become unwieldy.
- Items that have been successfully issued will have a green tick beside them. Those with a red error beside them indicate that the item has not been issued. Pressing the error button will provide more details on why the item was not issued.
- Patrons may add more items once they have removed previously scanned items.

Once all items have been processed, the optional 'Unlock DVD' function can be enabled (if present), and the patron will be guided to unlock the DVD cases that they have borrowed.

Welcome Patron, Perfect
Current Fine \$112.00

Please place your items on the platform

Title	Asset Number	Return By	Status
1 Being a Girl	FETECHBK0400	23/10/2015	✓
2 The Search for Paradise	FE0001449	23/10/2015	✓
3 Just Friends	FE0001741	23/10/2015	✓
4 Summer Jobs Abroad	FE0001503	23/10/2015	✓
5 Handle with care	FE0001721	23/10/2015	✓
6 Risotto Around the World	FE0002942	23/10/2015	✓
7 Pilates	FE0005743	23/10/2015	✓
8 The Vision of Escalonne 2	FE0003405		✗
9 Cancer Prevention	FE0001434	23/10/2015	✓
10 The Margarets	FE0002155	23/10/2015	✓
11 Adventure Stories for Girls	FET0007	23/10/2015	✓
12 Twenties girl	FE0001652	23/10/2015	✓
13 The Sydney Hot Property Guide	QA000162	23/10/2015	✓
14 Look Closer at Life on Earth	FE0001305	23/10/2015	✓
15 The Avenue goes to War	FE0002031	23/10/2015	✓
16 DVD PROMO 5	FETECHPDVD005	23/10/2015	✓
17 73 WAYS TO HELP YOUR BABY SLEEP	QA000041	23/10/2015	✓
18 CA-BPE Accounting II Installing and Using	FETECHBK0505		✗
19 Title cannot be displayed (RWDV00012)	RWDV00012		✗
20 Rex Hunt Fishing Adventures Vol 6	FETECHDV0722	23/10/2015	✓

Total: 22

Pay Fines View Reservation Items View Account / Renew Items Back to Menu Next With Receipt Next Without Receipt


Use Manual 2.2.15 (Issue 1) 23/10/15 10:20:00

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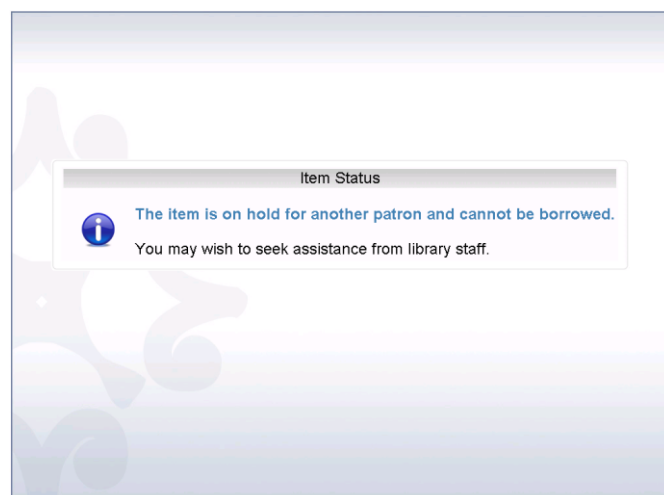
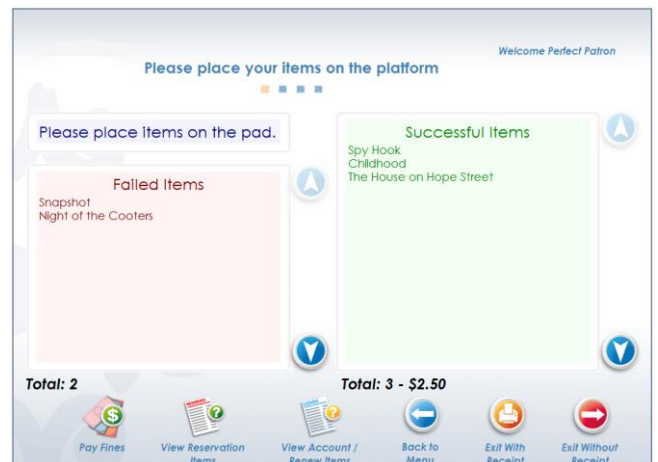


Enhanced Borrow Item

This function allows the patron to borrow library items. It executes the same functionality as "Borrow Items" detailed above. However, it uses a more elaborate layout, requires reduced screen scrolling and is more suitable for libraries where the average number of loans per transaction is high.

 Borrow items and Enhanced borrow items are mutually exclusive i.e., only one of these functions may be enabled.

- Selecting 'Borrow Items' prompts patrons to place their items on the RFID platform
- When the items are placed on the platform, items are processed in sequence, but are listed in two columns.
- Successful items are recorded in a column on the right in a green colour.
- Failed items are recorded in a column on the left in a red colour.
- Touching the failed item will display an error message and instructions (this is customisable).
- It is also possible to issue a two part receipt clearly showing the successful and unsuccessful items separately.
- Patrons may add more items once they have removed previously scanned items.






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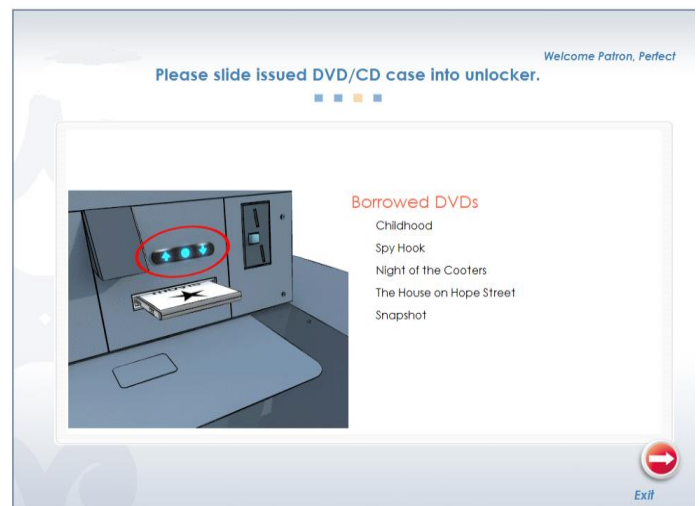
Once all items have been processed, the optional 'Unlock DVD' function can be enabled (if present), and the patron will be guided to unlock the DVD cases that they have borrowed.

Unlock DVD Cases

 This is an optional function that requires the purchase of additional hardware and custom locked DVD cases.



Patrons can place a mixture of book and DVD items on the pad during the "Borrow Items" procedure. If DVD items are detected, a list of borrowed DVD items will appear onscreen, and an onscreen animation will commence prompting the patron to insert the DVD case into the unlocker.

- LED lights on the integrated DVD unlocker guide the patron and will indicate a successful unlock
- When the DVD case has been correctly inserted into the unlocker, the DVD is unlocked, the light will turn blue and a message on the screen will instruct the patron to remove the DVD case from the unlocker and double check that it is unlocked by opening the case.



- If DVD cases that have not been borrowed are inserted in the unlocker, a message will appear on the computer screen, the unlocker will emit a red light and an audible alarm and the patron will be unable to fully insert the DVD case into the unlocker to unlock it.

Once all DVD cases have been unlocked, patrons may proceed by selecting 'Exit', which completes the transaction, prints a receipt and logs the patron out. (The screen returns to the screen saver page.)

Only Onetime™ lockable DVD cases are compatible with the DVD unlocker system. These cases case have a red  and a green  marker to show whether the case is locked or unlocked.

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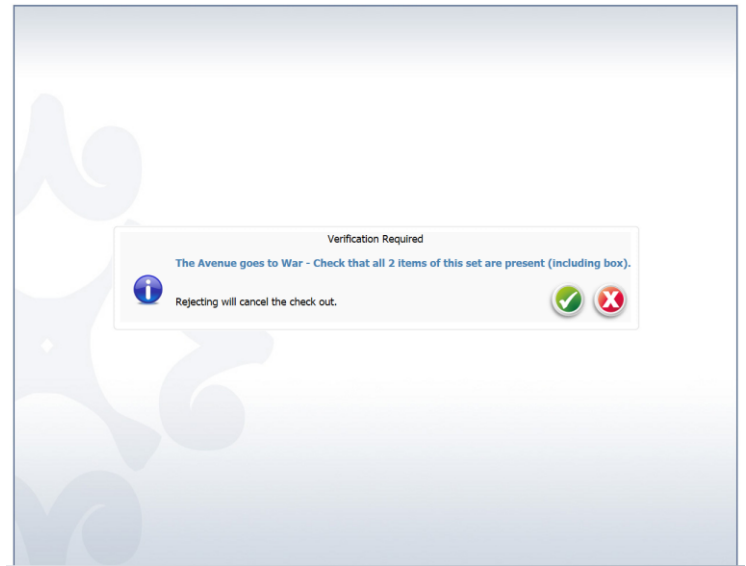
When using the ISO 28560 data format, the system can be configured to only present the DVD menu when DVDs are borrowed.

When using the Self Loan Station hardware, the system will present a list of borrowed items requiring unlocking along with the lock status as they are processed.

For the system to work properly, the DVD Cases must be tagged exactly as detailed in the Tagging procedure in the Retrospective tagging manual. The DVD Slicks must also be inserted in the correct orientation.

Set items

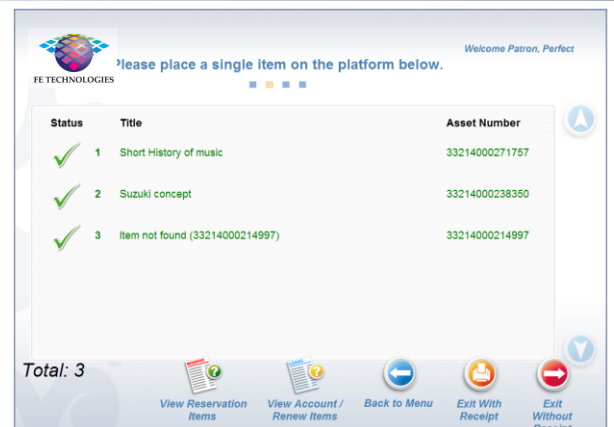
When Type 2 set management is used (where the first item of a set only is tagged, indicating the number of items that make up the set), a Set Verification message is displayed prompting the patron to confirm that they have placed all parts of the set on the pad. The Set item is then only checked out to the Patron if there a positive confirmation to the Set Verification message.



Return Items

This function allows the patron to return library items.

- Selecting 'Return Items' instructs the patron to place their items on the RFID platform
- When the items are placed on the platform, they are instantly 'read' and displayed as a list showing title, asset number, due date and status.
- Items that have been successfully returned will have a green tick beside them. Those with a red error beside them indicate that the item



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has not been returned. Pressing the error button will provide more details on why the item was not returned.

- Patrons may add more items once they have removed previously scanned items.

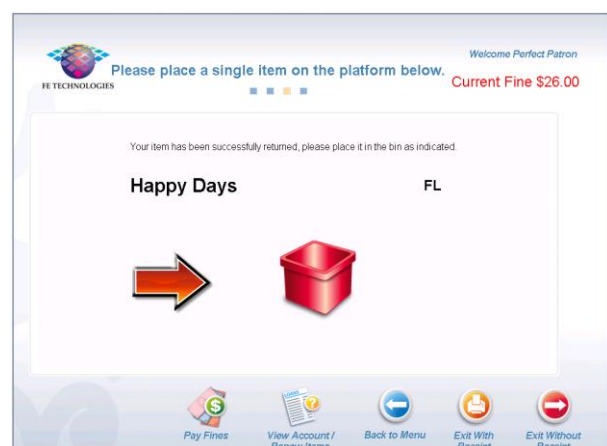
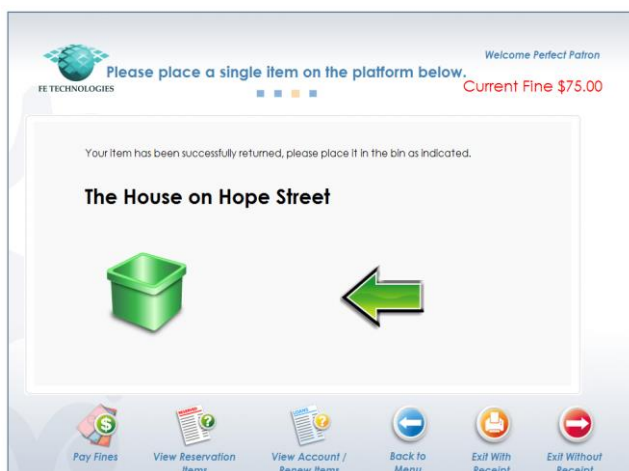
Once all items have been processed, patrons may proceed by selecting 'Exit', which completes the transaction, prints a receipt and logs the patron out. (The screen returns to the screen saver page).

 You will need to provide a suitable receptacle for patrons to place the returned items.

You will also need to reprocess the returned items, using either the Sort Assistant or the Circulation Assistant to determine its sort criteria (ready to shelf, on hold etc.).

Sorted Returns – One at a time sorting

The 'Sorted Return' function is dependent on the SIP2 capabilities of the LMS and while it is available to all customers, it is only operational when used with a compatible LMS. FE Technologies can assess the suitability of your LMS for this function. A number of bins or other receptacles are required to be present adjacent to the Self Loan Station to enable patrons to place the items once they have been checked in. For example, a shelving trolley, a blue bin and a red bin can be used to sort items to be shelved; those that need to go to other locations and those that are on hold. Alternately, a shelving trolley and a bin may be used to sort items that are to be shelved from all other items that have alerts and hence need to be reprocessed. Note that only one item at a time can be returned. If more than one item is placed on the pad an error message will advise the patron to remove all items and place a single item only on the pad.




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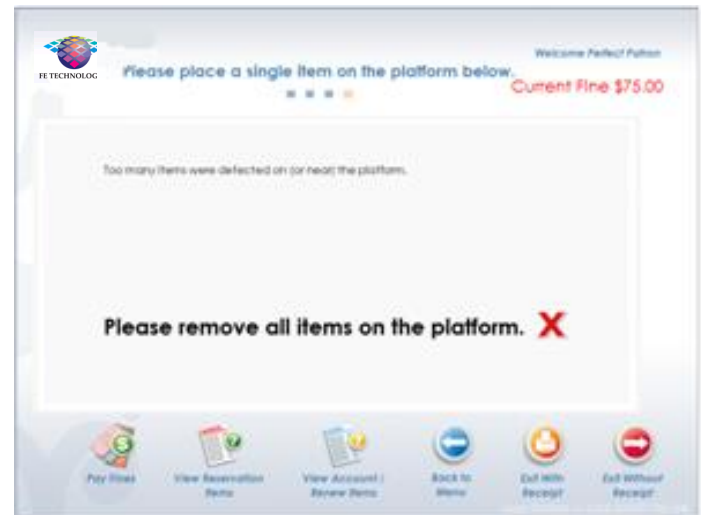


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 Standard returns and sorted returns functions are mutually exclusive i.e., only one of these functions can be enabled in a Self-Loan Station.

- Selecting 'Return Items' instructs the patron to place their items on the RFID platform one item at a time.
- When an item is placed on the RFID platform, it is instantly read and processed.
- The system then displays the sort criteria. This page can be easily customised with text and image instructions for the patron. E.g. an arrow pointing to the left and a picture of a shelving trolley, instructing patrons to place the item on the trolley, for items that are to be shelved.



- If the patron places multiple items on the platform, an error message is displayed requesting the patron to remove all items and place them on one at a time

 The various sorting options available depend on the capabilities of the LMS used by the library. You also need a quick way of identifying items that have been incorrectly placed in the bin to be shelved. This can be seamlessly done using the **"Find Exception Items"** feature of the Mobile Scanning Unit.

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Sorted Returns – Multiple Items

You can also select to have Sorted Returns where the patron can return multiple items at a time. Up to 15 items can be placed on the reader pad of the Self Loan Station and a customisable graphic (for example a red or green bin and/or arrow to show the location of the bin) will show the patron where to place each item.

Welcome kene
Current Charges \$14.50

Please place a single item on the platform below.

Title	Asset Number	Fee	Status	Place Item In
10 Black Beauty BOOOK	FET0010		✓	
11 Blinky Bill and the Tree Warming BOOK	FET0011		✓	
12 Born To Whinge	FET0012		✓	
13 Brought to Book	FET0014		✓	
14 Capture the Wind BOOK	FET0015		✓	
15 Children's Games BOOK	FET0016		✓	
16 Company Man BOOK	FET0017		✓	
17 Concise Guide to London BOOK	FET0018		✓	
18 Daggerspell BOOK	FET0019		✓	
19 Deadlock BOOK	FET0020		✓	
20 Die For Me BOOK	FET0021		✓	
21 Dreaming of the Bones BOOK	FET0022		✓	
22 Ducky	FET0023		✓	
23 Every Living Thing	FET0024		✓	
24 Everything You Ever Wanted to Know About I	FET0025		✓	
25 Feeding Babies & Toddlers BOOK	FET0026		✓	
26 Imrans Party DVD	FET0102		✓	
27 DVD A02 DVD	FET0103		✓	
28 DVD A03 DVD	FET0104		✓	
29 DVD A04 DVD	FET0105		✓	

Total: 29

Pay Fines View Reservation Items View Account / Renew Items Back to Menu Exit Without Receipt Exit With Receipt

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Account Status / Renew Items

A patron’s account status lists all the items on loan to the patron, their call numbers and due dates, as well as:

- any fines owing
- Charged items – items that carry a charge will prompt the patron to pay for the item during the borrowing process
- an option to renew items (individually or all at once)
- an option to print (or email if available) a receipt
- Other function buttons such as pay fines, view reserved items, back to main menu etc. can also be added to this screen



The physical item is not required to renew items.

Welcome kene
Current Charges \$14.50

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Items currently on loan to you

	Title	Asset Number	Return By	Fee	Renew
1	Complete book of UFOs - an investigation	107236			
2	British and American infantry weapons of World War	33214000214997			
3	What makes an Orchestre	33214000236842			
4	wellsprings of music ; edited by Jaap Kunst	33214000237444			
5	Modern musical scholarship	33214000238434			
6	Musicology	33214000238475			
7	What every junior should know about music :	33214000238517			
8	Battles of the English Civil War	33214000251155			
9	Drum	33214000251510			
10	Friends and Lovers	33214000278281			
11	history of firearms :	33214000287902			
12	Small arms	33214000288538			
13	Studies in modern music	33214000291763			
14	General physics and sound :	33214000294262			
15	German aircraft of World War II with colour photog	33214000295277			
16	Science and the armed services	33214000295319			
17	The wild One	33214000295442			
18	growth of music :	33214000302685			
19	The English Revolution	33214000194116			
20	Australia Felix	33214000176105			

Total: 42

Print Receipt Renew All Pay Fines Back to Menu Exit

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View reserved items:

This function is dependent on the capability of the LMS, as not all LMS's support this function via SIP2. It displays a list of items (by title) currently reserved by the patron and their status.

Items that are available now are listed first, and in black. the item is now available. Items listed last in red are still unavailable.

Welcome kene (100012)

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Items reserved by you

Title	Asset Number	Fee	Reservation Status
Butchers hill	14391709		Available
history of western music	33214000025153		Available
jkjkljkl	23C3CF86		Available
Music in education :	33214000025120		Available
Musical Instruments You Can Make	33214000010049		Available
MYOB User Guide	30010013606044		Available
new dictionary of music	33214000025112		Available
And when she was good	14206014		Unavailable
auto generated	2F1FEBAD	\$10.00	Unavailable
Complete book of UFOs - an investigation	107236		Unavailable
Cookies biscuits	12474		Unavailable
Dinosaurs packed lunch	110933		Unavailable
Fifty ways with beef	118733		Unavailable

Total: 15

Borrow Items Back to Menu Exit

Loan Station 2.33.0-develop build 99 (SL-QA-233)

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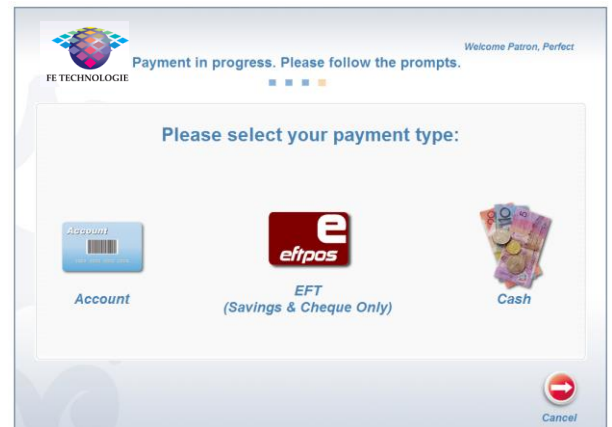
Payment Options

Various payment gateways are available to enable the patron to pay fines and charges. The Self Loan Station can be configured to work with the following gateways:

● **EFTPOS:** This gateway can be used to allow the patron to pay using their Bank Account via their savings or checking accounts. This option requires optional pin pad hardware to be purchased. This option also incurs additional third party setup and monthly fees and charges such as those from the bank and clearinghouse that clears the funds.

● **Third party cost recovery systems:** Integration to selected third party cost recovery solution (such as photocopy vending and print release systems) that uses a compatible central account management system is possible. The FE Technologies Library RFID system currently integrates to the following third party systems. If your current vendor is not listed below, a custom development can be undertaken to include your vendor (conditions and charges apply).

- Bear Solutions
- Monitor
- InePro
- Pharos
- Papercut



NOTE: You may be required to purchase account management modules and additional licences from your cost recovery solution provider. Stored value cards (as opposed to central account) are not supported.

- **Coin acceptor:** A compact coin acceptor is available as an optional add-on. The Self Loan Station has provisioning for installing this into the main unit.
- **Note acceptor:** A compact note acceptor is available as an optional add-on, but cannot be installed if an integrated DVD unlocker is also installed.



Payment options require an LMS that supports payments via SIP2 (Request 37 and Response 38). FE Technologies can provide you with tools to test if your LMS supports these functions.

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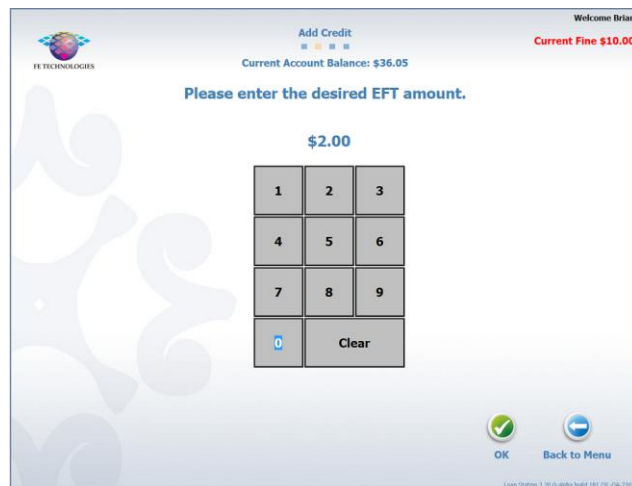
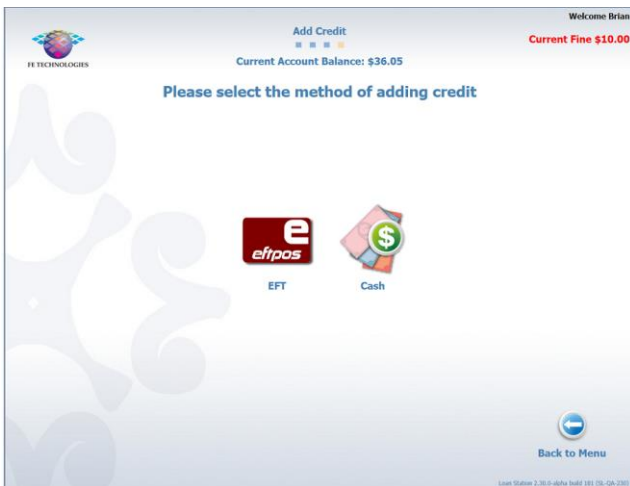
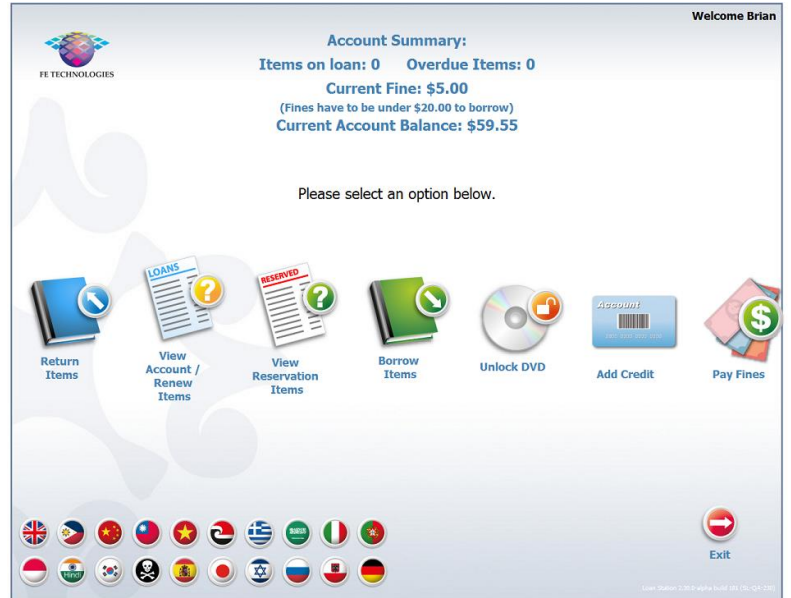


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Charge up account

Patrons can select to charge up their account via the Self Loan Station. From the opening screen they select "Add Credit". Patrons can choose EFT or cash to put credit onto their account. A numerical keyboard allows them to enter the required amount and they'll then be directed to interact with the EFTPOS pin pad for EFTPOS or the coin acceptor for cash payment.



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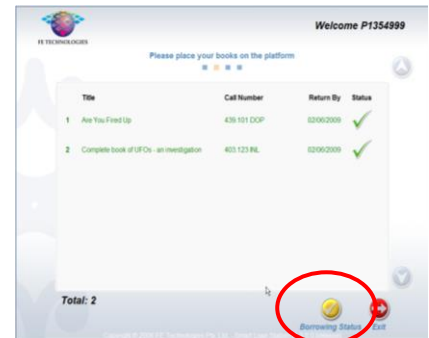
Work Flows and Skins:

The Self Loan Station workflows can be customised to provide a personalised option of navigating the system functions. Some examples of the available work flows are listed below:

“Borrow Items Only” Work Flow

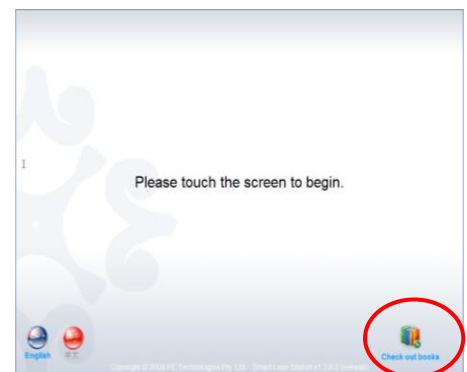
When this flow is activated, patrons scan their membership card at the ‘opening’ screen, and are taken directly to the ‘Borrow Items’ screen, which features a ‘Borrowing Status’ button to enable patrons to view their borrowing status as required.

The ‘Borrowing Status’ screen can also feature the addition of a ‘Borrow Items’ button.



“Return Items Only” Work Flow

When this work flow is active, the ‘scan and authenticate’ screen is usually not used which negates the need for the patron to scan their card. The screen can also feature a ‘Borrow Items’ button, which will take the patron to the ‘Scan Card’ screen. Receipts are issued for returned items.



Custom work flow

There are several work flow options included with the system. If one of the workflows provided does not meet your requirements, a custom workflow can be created to meet your needs.

NOTE: Additional development costs may be applicable.

Additional features

The Member Alert, Session Timeout and Indicator features provide added benefits to both the patron and library staff.

Member Alert

Member Alert (below left) is used to communicate current messages to the patron, such as informing them that an item they had placed on hold is now available for collection (LMS Dependant).

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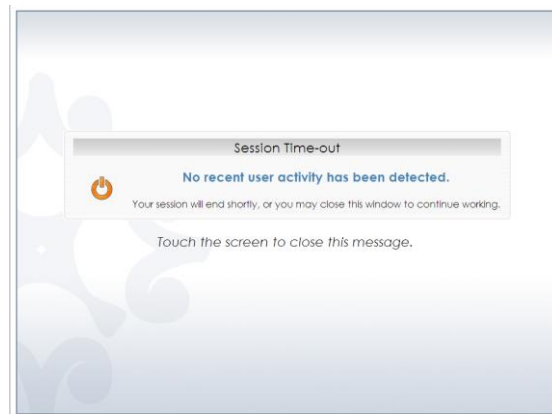
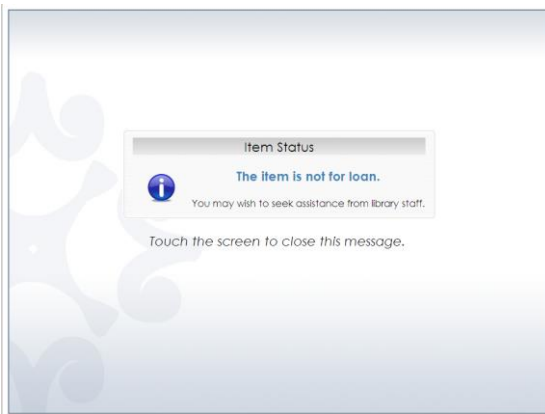


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Session Timeout

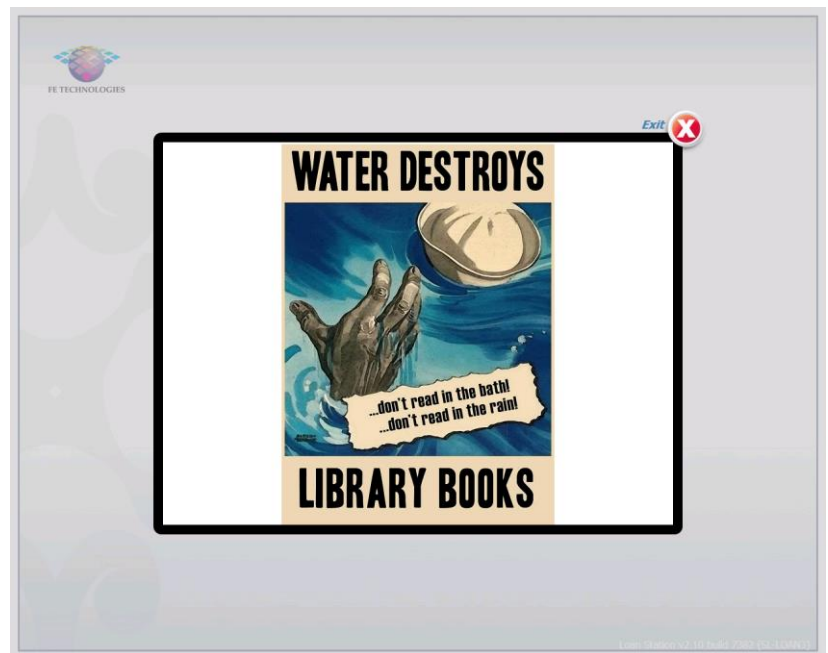
If an active Self Loan Station screen has not detected any activity for a defined period of time (which is a configurable value), a Session Timeout screen will appear. Patrons can touch the screen to reset this timer and continue using the system. If there is no response to the Session Timeout screen for a defined period of time (which is also a configurable value), the system will log itself out.



Advertising

Libraries can choose to display an advertisement (or community announcement, library information or any other information or imagery) at the start screen. This is simply a URL of an image or series of images of the library's choice. The patron can simply click the "X" in the top right of the image to exit the advertisement and continue with using the Self Loan Station.

This is configurable via the Management Console.



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In the Management Console, you can setup the URL for the advertisement from:
 Configuration>Loan Station>Group>Advertisement URL.

The screenshot shows the configuration page for a Self-Loan Station. At the top, there are dropdown menus for 'Branch' (Default Branch), 'Group' (Default Group), and 'Terminal' (MILES-DEV8, SL-LOAN2, SL-LOAN3). Below these are tabs for 'System', 'Default Branch', 'Default Group', and 'SL-LOAN2'. The 'Default Group' tab is active. The configuration options include:

- Show Smart Shelf Details On Reservation Status:
- Security To Use For Check In: Secured
- Security To Use For Check In Exception: Exception
- Security To Use For Check Out: Unsecured
- Advertisement URL: (This field is circled in blue)
- Is Account Payment Enabled:
- Is Cash Credit Enabled:
- Is Cash Payment Enabled:
- Is EFT Credit Enabled:
- Is EFT Payment Enabled:
- Display Available Holds: Yes
- Display End Of Session Message:



Indicators

Indicators are icons that may appear in the top left corner of every Self Loan Station operating screen (excluding the screen saver). The indicators are designed to give an immediate visual cue to the librarian about the status of some key system functions. The currently supported indicators are listed below:

Indicator	Description	Action Required
	System is operating in offline mode.	Investigate why the LMS is offline. NOTE: Once the LMS comes back online, the system will process all queued transactions
	Rejected offline transactions exist.	The LMS has rejected offline transactions that were processed by the system after the LMS came back online. Print a "rejected transactions" report and manually process these via the LMS client.

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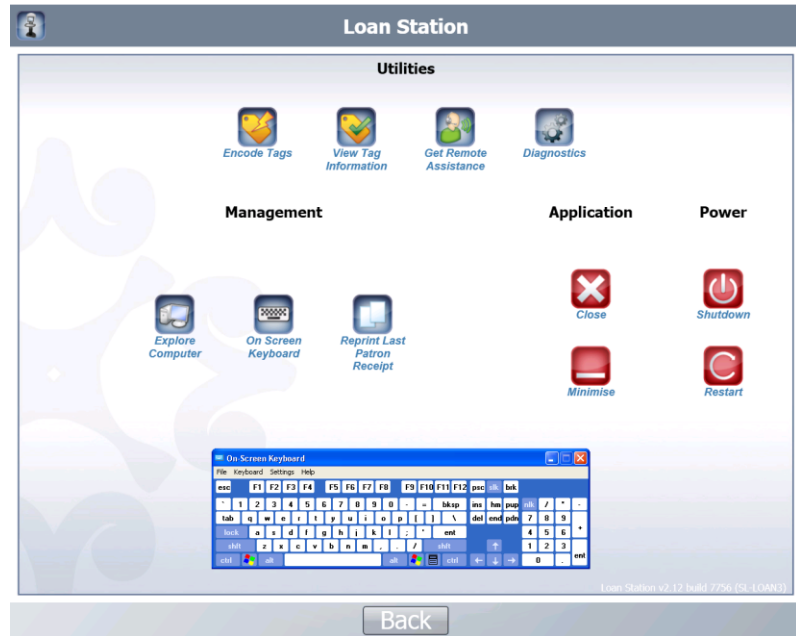
	Paper is low in receipt printer.	Load paper soon (about 10 - 15 receipts can be printed before the paper runs out).
	Paper is out in receipt printer.	Load paper immediately



Administration functions

Administration functions, such as, encoding or checking a tag, are accessible on the Self Loan Station by library staff. Access these functions by scanning your administration card. The 'Administrator Functions' screen will become visible, giving the following options:

- Encode Tag
- Tag Info Viewer
- Remote Assistance
- Diagnostics
- Explore Computer
- On Screen Keyboard (pictured at left)
- Reprint Receipt
- Close Program
- Shutdown Computer
- Minimise
- Restart



Encode Tag

Place the RFID tagged item that is to be encoded on the pad and scan or enter the item. Select encode to encode that data onto the tag. The Encode settings are listed on the left hand side. (These are configurable via the Management Console.)



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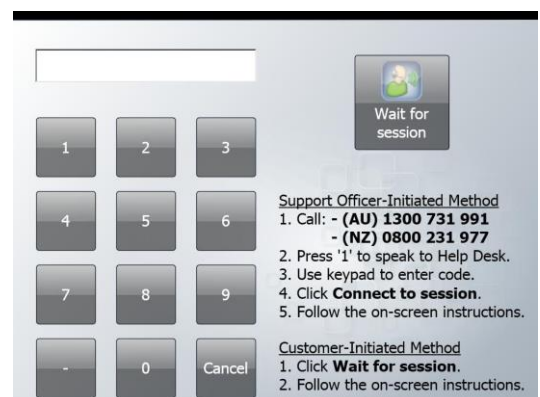
Tag Information Viewer

The 'Tag Info Viewer' function is used to read the information encoded in a tag. This function can be used to verify that the details encoded on a tag match the item.

- Place the item on the pad, the screen will display the details of the tag(s) that the RFID pad is able to read.

Remote Assistance

This program allows you to get remote support from FE Technologies. Using this program, you can give access to a remote support person who can diagnose and resolve issues. If you have not prearranged a remote session follow the instructions for the Support Officer-Initiated Method. If you have prearranged a remote session follow the instructions for Customer-Initiated Method.



Selecting 'Close program' will shut down the Self Loan Station program and return the library staff to the desktop.

Diagnostics

This is for FE Technologies to test various functionalities.

Explore Computer

To access other applications on the terminal.

On Screen Keyboard

Access to a keyboard when/if required.

Reprint Receipt

Reprint a patron receipt

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Print Test Receipt

Prints a test receipt to verify that the printer paper has been replaced successfully and can assist in cutting paper to prevent it from having to be fed through the front panel.

Close Program

Shuts Self Loan Station program down

Shutdown Computer

Selecting 'Shutdown Computer' will close all programs and turn off the computer.

Back

Selecting 'Back' will return the library staff to the 'opening' screen of the Self Loan Station.

Payment admin functions:


(Not shown on screenshot)

If EFTPOS payment option is enabled, you can perform the following functions

- Reprint receipts
- Settlement enquiry
- Settlement cut over

Keyless entry - unlock panel

The front panel of the Self Loan Station allows access to the receipt printer for changing receipt paper, and also to the coin box if this option has been installed. Scan your Administrator Card (supplied during installation). Select "Unlock panel". The front of the unit will automatically open. It will automatically lock upon closing.

 Note that you can also gain access to the front panel by inserting your administrator's key – provided upon installation). On the right-hand side of the Self Loan Station are two keyholes,

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similar to an ignition switch. Inserting the key into the bottom keyhole and turning it clockwise opens the front panel.

Receipt printer

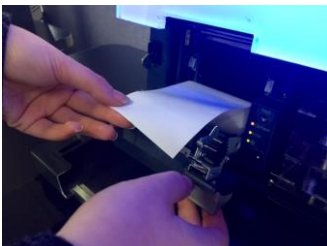
The receipt printer is a thermal printer and is behind the front flap panel of the self-loan station.

Replacing the thermal paper roll

The receipt printer uses thermal paper media. This can be purchased from major office supplies stores.



- Unlock front flap panel at the front of Self Loan Station to access the printer.
- Press the button on the printer to open the cover.



- Remove the used roll paper core and insert a new roll of paper.
- Ensure the direction of the paper roll is oriented as shown.



- Close the cover.
- Make sure the printer panel is locked in place.
- Press the Print test receipt button on the screen.

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Printer Troubleshooting

Issue	Action required
Error LED on (not flashing) and not printing	<p>If the PAPER OUT light is <i>on</i>, the roll paper is not installed or is near the end.</p> <p>If the PAPER OUT light is <i>off</i>, the printer cover is not closed properly.</p>
Error LED flashing and not printing (no paper jam)	<p>If printing stopped due to the head overheating, it will resume automatically when it cools.</p> <p>If overheating is not the cause, turn the printer off, then back on after 10 seconds.</p>
Paper jam	<ul style="list-style-type: none">● Turn the printer off and press the cover open button.● Remove jammed paper, reinstall the roll and close the cover.● If paper is caught in the cutter and you cannot open the printer cover, open the cutter cover, as shown below.● Turn the knob until you see a triangle in the opening. This returns the cutter blade to its normal position.● Close the cutter cover.● Open printer cover and remove the jammed paper.



Safety instructions

-  Do not expose the Self Loan Station to liquids, rain, moisture or high temperatures, as it may cause electric shock to personnel.
-  Do not attempt to repair or service any hardware on the Self Loan Station other than what is detailed in this manual. Work undertaken by unauthorised personnel can cause injury or electric shock to themselves or to others and void the warranty.
-  If the Self Loan Station is unbolted for any reason, it should be carefully stored away from any public use. It must be re-bolted/secured in place before used again. It is an Occupational Health & Safety requirement to secure the Self Loan Station prior to use.
-  Ensure unit is securely fastened to prevent it from tipping over during use. FE Technologies staff will advise on the most appropriate method of securing the unit (this applies to freestanding units only)
-  There is a possibility that library staff could trap their fingers in the bottom door when changing paper etc.
-  Children should not be permitted to climb on, sit on or hang from the desk of the left loan station to prevent risk of falling.

FCC ID: 2AM6N-FE-V5LOAN

FCC Compliance

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warning: Any changes or modifications not expressively approved by FE technologies could void the user's authority to operate this equipment



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Support Options

For any queries or to log a support call, please contact
FE Technologies Customer Care Centre via one of the following forum:



Online Support

<http://www.fetechgroup.com.au/online-support.html>
Email: support@fetechgroup.com



Phone Support

1300 731 991 – Australia
0800 231977 – New Zealand
+85 2 3008 5757 – Hong Kong
+60 3 2788 4847 – Malaysia
+65 3158 0074 – Singapore
801 4033 – Brunei

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